

(use as many sheets as necessary)

Application Number	09/808,475
Filing Date	03/13/2001
First Named Inventor:	Faber, et al.
Art Unit	2161
Examiner Name	Not yet assigned
Attorney Docket Number	4704.P005

Sheet	of	1
-------	----	---

Examiner Initials*	Cite No.	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)				
DL ↓		US-	6,404,864 B1	06-11-2002	Evslin, et al.	
		US-	6,310,941 B1	10-30-2001	Crutcher, et al.	
		US-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		US-	6,298,056 B1	10-02-2001	Pendse	
		US-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		US-	6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		US-	6,144,670	11-07-2000	Sponaule, et al.	
		US-	6,026,087	02-15-2000	Mirashrafi, et al.	
		US-	5,987,102	11-16-1999	Elliott, et al.	
		US-	5,889,774	03-30-1999	Mirashrafi, et al.	
		US-	5,453,352	09-26-1995	Tachibana	
		US-				
		US-				
		US-				
		US-				

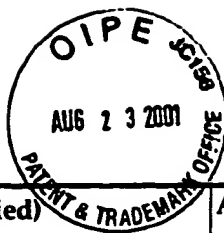
[illegible]

Examiner Signature		Date Considered	9/3/04
--------------------	---	-----------------	--------

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SENT FEES OR COMPLETED FORMS TO THIS ADDRESS.

SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Based on Form PTO/SB/08A (08-03) as modified by BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP on 09/10/03.



Form PTO-1449 (Modified)	Atty Docket No. 4704P005	Application No. 09/808,475
List of Patents & Publications Statement	Applicant(s): Scott Faber, et al.	
(Use several sheets if necessary)	Filing Date: March 13, 2001	Group No.: 2161

U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
DC	AA	4,577,065	03/18/1986	Frey, et al.			
	AB	4,847,890	07/11/1989	Solomon, et al.			
	AC	5,058,152	10/15/1991	Solomon, et al.			
	AD	5,361,295	11/01/1994	Solomon, et al.			
	AE	5,369,694	11/29/1994	Bales, et al.			
	AF	5,608,786	03/04/1997	Gordon			
	AG	5,619,725	04/08/1997	Gordon			
	AH	5,768,348	06/16/1998	Solomon, et al.			
	AI	6,011,794	01/04/2000	Mordowitz, et al.			
	AJ	6,130,933	10/10/2000	Miloslavsky			
✓	AK	US 6,175,619 B1	01/16/2001	DeSimone			

RECEIVED
AUG 27 2001
Technology Center-2100

FOREIGN PATENT DOCUMENTS

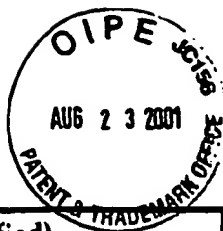
Exam. Initials		Document Number	Date	Country	Class	Sub-class	Translation Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							
	AQ							

OTHER ART (Including Title, Author, Date, Pertinent Pages, etc.)

Exam. Initials		Document Identification
	AR	
	AS	
	AT	

Examiner: Ben H. To Date Considered: 9/13/04

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication



Form PTO-1449 (Modified)	Atty Docket No. 4704.P005	Application No. 09/808,475
List of Patents & Publications Statement	Applicant(s): Scott Faber, et al.	
(Use several sheets if necessary)	Filing Date: March 13, 2001	Group No.: 2161

U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
DL	AA	US 6,185,194 B1	02/06/01	Musk, et al.			
DL	AB	US 6,188,673 B1	02/13/01	Bauer, et al.			
DL	AC	US 6,192,050 B1	02/20/01	Stovall			
DL	AD	US 6,259,774 B1	07/10/01	Miloslavsky			
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

RECEIVED
AUG 27 2001
Technology Center 2100

FOREIGN PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Country	Class	Sub-class	Translation Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							
	AQ							

OTHER ART (Including Title, Author, Date, Pertinent Pages, etc.)

Exam. Initials		Document Identification
	AR	
	AS	
	AT	

Examiner: Ma PintoDate Considered: 9/3/04

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication



Form PTO-1449 (Modified)	Atty Docket No. 4704P005	Application No. 09/808,479
List of Patents & Publications Statement	Applicant(s): Scott Faber, et al.	
(Use several sheets if necessary)	Filing Date: March 13, 2001	Group No.: TBA

RECEIVED
AUG 07 2001
Technology Center 2108

U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
DL	AA	5,818,836	10/06/1998	DuVal			
DL	AB	US 6,223,165 B1	04/24/2001	Lauffer			
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

FOREIGN PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Country	Class	Sub-class	Translation Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							
	AQ							

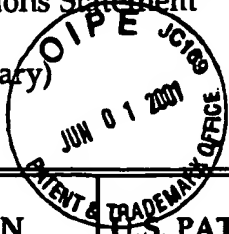
OTHER ART (Including Title, Author, Date, Pertinent Pages, etc.)

Exam. Initials		Document Identification
	AR	
	AS	
	AT	

Examiner:  Date Considered: 9/3/04

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication

Form PTO-1449 (Modified)				Atty Docket No.: 4704P005		Application No.: 09/808,475	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacobs et al.			
				Filing Date: March 13, 2001			

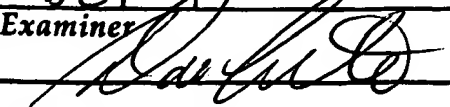


REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
DL			6,058,379	Odom, et al			
			6,035,021	Katz			
			6,026,148	Dworkin, et al.			
			6,014,644	Erickson			
			5,991,394	Dezonno, et al.			
			5,982,863	Smiley, et al.			
			5,940,471	Homayoun			
			5,924,082	Silverman, et al.			
			5,914,951	Bentley, et al.			
			5,907,677	Glenn, et al.			
✓			5,893,077	Griffin			

RECEIVED
 JUN 4 2001
 Technology Center 2100

FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation
DL		WO 98/38558	9/3/98	PCT	Application			
		WO 98/13765	4/2/98	PCT	Application			
		WO 98/02835	1/22/98	PCT	Application			
		WO 97/05733	2/13/97	PCT	Application			
✓		JP409319812A	12/12/97	Japan	Application Taniguchi, et al.			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
DL	The Voice of Technology, Credit World, pp 20-23, Jul 1994
DL	Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994
DL	Aspect Telecom: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996
DL	Information Bid and Asked, Forbes, 20 Aug 1990, 92

Examiner 	Date Considered 9/3/04
--	----------------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ERROR

3622

CASE # 09/808,475

DATE: 9/30/07

THE FOLLOWING ERROR (S) WERE FOUND IN THIS APPLICATION AT THE MAILING CENTER

___ Serial number on the form does not match the application number.

___ Missing (PTO 326) Office Action Summary

___ Reference (s) have not been copied.

___ The Detailed Action is missing.

___ PTO form 948 (Drafts Person Patent Drawing) is missing.

___ PTO form 1449 (Information Disclosure Statement) is missing.

___ PTO form 892 (Notice of Reference Cited) is missing.

___ PTO form 37 (Notice of Allowability) is missing.

___ PTO form 413 (Interview Summary) is missing.

___ References are missing.

___ The Application has not been typed.

___ A Signature required.

___ The address on the mailing form is different from the application.

___ PTO form 326 (Office Action Summary) items are not checked to indicate which items to mail. Any item (s) not checked will be returned as an error.

COMMENTS:

1449 page 2 of 13 -> 13 of 13 IS missing

*Please
mailed
out
paper*

PLEASE RETURN TO THE MAIL ROOM!!!!

Checked by (DTSV) _____ Corrected by: (GOV) DU